

21st Annual Division MH/DD/SAS Community Service Array Conference

(Formerly known as the Community Support and Targeted Case Management Conference)
"Perseverance Thru Change: The Silver Lining Within You"

The Community Support & Targeted Case Management Conference is changing its focus and name. The 21st North Carolina MH/DD/SA Community Service Array Conference will provide pertinent information to service providers of any mental health, developmental disabilities or substance abuse services to adults and children regardless if the service is Medicaid or State Funded. The agenda is designed to provide the most current information on MH/DD/SA policy, services, implementation, and best practices as well as an update as to where we are as a statewide system. The conference offers sessions to meet some of the service training requirements. Sessions scheduled will give the participants the tools, strategies, skills, knowledge and methods to provide the highest quality of service delivery.

Objectives — At the conclusion of this conference participants should be able to:

Understand crisis response, the service array and the elements of person centered planning and thinking; Identify skills and strategies to successfully serve older adults, children and youth with sexual issues, people who are homeless;

Understand and identify new skills and strategies to enhance or improve competency of staff providing Medicaid and/or State funded mental health, developmental disabilities and/or substance abuse services.

<u>Target Audience</u> — The target audience this year includes the following:

Professional and Paraprofessional staff providing any mental health, developmental disabilities and/or substance abuse services to adults and children, regardless if service is Medicaid or State funded.

Peer Support Specialist provided services on Community Support Teams, ACTT and Social Setting Detox (Peer Support Specialist are able to use this training towards the 20hrs training relevant to their position which is part of the certification process.)

PLEASE READ THE FOLLOWING DIRECTIONS BEFORE REGISTERING

New Registration Process: All registrations will be completed on-line, and payment by credit card or bank debit card is required.

<u>Pre-Conference</u> - The Pre-conference is November 12, 2008 and offers 14 training sessions providing staff with tools and strategies to effectively support and serve people with mental illnesses, substance abuse disorders, and developmental disabilities.

THESE SESSIONS MUST BE PRE-REGISTERED & CONFIRMED BY PAYMENT, WITH LIMITED SEATING FOR PARTICIPANTS.

<u>Conference</u> – The Conference begins November 13, 2008 and offers 14 concurrent sessions open to all conference participants. <u>There is no pre-registration for any of these concurrent sessions</u>. <u>If you plan to attend the conference, you must register and pay online for the Main Conference as well pre-register for the award luncheon, bingo and social</u>. Rooms will be set at the maximum appropriate for the session and per presenter's request. All sessions will be on a first-come, first-seated basis. Once the seats are filled, the session will be closed.

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Date/Times:

Pre-Conference: Wednesday, November 12, 2008—9:00 am—5:00 pm (Registration: 8:00-9:00 am)

Conference: Thursday, November 13, 2008—9:00 am—5:00 pm (Registration: 7:30-9:00 am)

Friday, November 14, 2008—9:00 am—3:00 pm (Registration: 7:30-9:00 am)

Location: Benton Convention Center, 460 North Cherry St., Winston-Salem NC. Hotel rooms will be offered at the Embassy Suites and Marriott Hotel, which is attached to the Benton Convention Center. The Marriott Hotel lodging is a flat rate of \$124 plus tax regardless of the number of people in the room. The Embassy Suites lodging is a flat rate of \$134 plus tax (free hot breakfast is included) regardless of the number of people in the room. The Embassy Suites also has a limited number of Two bedroom suites (2 queen beds, 1 king, pull out queen) – flat rate of \$189 plus tax (Free hot breakfast is included). Reservations can be made at Marriott is 1-800-320-0934; the Embassy is 1-800-696-6107. **Deadline to secure these rates is October 21, 2008.**

Parking: Self- park in parking deck is \$6 per day in cash; Self-park in parking deck billed to room is \$10 per day; Valet parking is \$12 per day.

Directions: http://www.mapquest.com — to get Map Quest directions, goes to this link and enters 460 North Cherry Street, Winston-Salem, NC.

Conference Fees:

Pre-Conference: \$85.00 (postmarked by 10/29/08) \$125.00 (after 10/29/08) Conference: \$120.00 (postmarked by 10/29/08) \$145.00 (after 10/29/08)

Discount if attending both the Pre-Conference and Conference: Pre-conference - \$75 & Conference - \$105

(postmarked by 10/29/08) There will be no discount offered after 10/29/08.

The continental breakfasts, breaks, award luncheon, bingo and social are included in the registration fee.

No registrations will be accepted after November 4, 2008. Participants must indicate if attending social, bingo and/or award lunch. Participants are responsible for payment of registration fee! All registrations will be completed on-line, and payment by credit card or bank debit card is required. Participants will receive a confirmation/receipt. Check with your agency for confirmation of payment if registration is completed by someone other than the participant.

No registration will be accepted at the door!

Refund Policy: Refunds are available, less a \$15.00 administrative fee per/activity for cancellations received by 10/29/08. If you register, do not attend and do not cancel by 10/29/08, you or your agency will be billed for the full amount of the registration fee. Substitutes are accepted and encouraged.

For Questions and Special Needs: We want to assure that all participants can benefit from our program. If you need auxiliary aids or special services to attend this program, please email Rob Gouge at rogouge@wfubmc.edu or call at least five working days prior to the program at (336) 713-7761, and we will be glad to make the appropriate arrangements.

Payment Policy: Payment is required on or before entrance to activity. Payment terms: Visa/MC/AmEx,. Note: If you have not received your confirmation prior to the seminar date, please email Rob Gouge at rogouge@wfubmc.edu or call at (336)713-7761 to verify the status of your registration.

Pre-Conference: 6.00 Contact Hours NBCC (Provider #5465)

Conference: 8.25 Contact Hours NBCC (Provider #5465) Northwest AHEC is recognized by the

National Board for Certified Counselors to offer continuing education for National Certified Counselors. Application has been made for 6.0 contact hours & 8.25 hours of "Substance Abuse General Skill Building" credit from the North Carolina Substance Abuse Professional Practice Board. This program is acceptable for 6.0 Continuing Education Units (CEUs) & 8.25 Continuing Education Units (CEUs) from Wake Forest University School of Medicine. This program will provide 6.0 contact hours & 8.25 contact hours Category A Continuing Education for Psychologists.

Register Today: Complete registration form online at <u>northwestahec.org</u>

Look for: November Classroom Event - 21st Annual North Carolina MH/DD/SA Community Service Array Conference

(Formerly Known as Community Support/Targeted Case Management)

If you wish to attend both the conference and pre-conference, you must register for each separately.

Pre-Conference Sessions

Wednesday, November 12, 2008

7:30 - 9:00 Registration—Benton Convention Center (BCC) — North Main Foyer There will be two 15 minutes breaks and 1 ½ hours for lunch

9:00 - 5:00 Concurrent Sessions

| Child Trauma and Sexual Behavior | This workshop will provide an overview of young people with sexual behavior problems with an emphasis on trauma-focused approaches to treatment. The workshop will address myths and |
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| Robert Longo | misconceptions about young people with sexual behavior problems, laws, shifting paradigms and previous treatment models, and the new typology developed for youth with sexual behavior problems and the underlying rationale for changes in the field. This workshop will also provide an overview of trauma and its impact on the brain, |
| | implications for treatment, and an overview of experiential exercises that are useful for skills building and engaging patients in treatment. |
| Person Centered Practice | This session will provider an understanding of Person Centered Practices involving the concepts of Person Centered Thinking, Person Centered Planning and Person Centered Organizations. The |
| Christina Carter | framework for the day will integrate the previous concepts into the concept of a Person Centered Community of Practice. This session is crucial for all staff and managers providing any MH/DD/SA services funded by Medicaid or State Funds. |
| The Seven Challenges Program | The Seven Challenges is designed for adolescent and young adult substance abusing or substance dependent individuals, to motivate a decision and commitment to change. It helps young people look at themselves, understand what it takes to give up a drug abusing |
| Robert Schwebel, Ph.D | lifestyle - and prepare for and attain success when they commit to such change. The Seven Challenges is a comprehensive evidence based program that is developmentally appropriate, research based, culturally sensitive and holistic. The presentation will include: Overview of research on what works and what does not in adolescent substance abuse treatment; Overview of The Seven |
| | Challenges model; How to begin implementing this model in your agency. This session is appropriate for staff working with adolescents and young adults who have substance abuse issues. |
| Community Service Array | There is an array of service available for adults and children with mental health, developmental disabilities and substance abuse issues. This session will provide various scenarios demonstrating |
| Division MH/DD/SA Staff | how services can be packaged together to meet the needs of people with different disability issues. This session is appropriate for staff and managers responsible for providing case management elements to people served. |
| Tools That Work! Integrating Person Centered Tools with Clinical Interventions | Hope Haven, a substance abuse residential treatment facility, participated in a one-year intense training to become a personcentered organization. Skeptical at first, the Hope Haven clinicians learned different person-centered tools that they discovered enhanced the clinical interventions they have always used. The |
| | Robert Longo Person Centered Practice Christina Carter The Seven Challenges Program Robert Schwebel, Ph.D Community Service Array Division MH/DD/SA Staff Tools That Work! Integrating Person Centered Tools with Clinical |

| 70 participants BCC – North Main G 70 participants | Yvonne Oree, Rafaela Sabedra, Substance Abuse Counselors at Hope Haven, Inc. Best Practices in Gang Prevention and Intervention with Youth with Emotional Disturbances Beth Nelson, LPC, MAC & George Vergolias, Ph. D | recovery, which allowed the clinicians to provide higher quality services. The presenters will share their journey, and provide interactive training in the use of some of the tools. This session is appropriate for staff working with adults with mental illness and substance abuse issues. The purpose of this workshop is to increase the capacity of existing youth service providers to appropriately address gang issues for youth who are at risk of gang involvement or are already involved in gang activity. The trainers will present the Office of Juvenile Justice and Delinquency Prevention (OJJDP) Comprehensive Gang Model, that focuses primarily on youth gang members less than 22 years of age. An overview of the Wake County Gang Prevention Partnership will be presented as an example of implementation of the OJJDP model. Participants will learn best practice prevention and intervention strategies that can be integrated into existing services and programs, as well as other services that have proven to be effective. Participants will learn strategies to determine a youth's level of gang involvement in order to match youth to the most appropriate programs and services. This session is appropriate for staff working with children and youth involved in gange or are at rich for initiate a gange. |
|--|---|--|
| BCC – LL 5-6-7 | Providing and Documenting Effective Supervision | involved in gangs or are at risk for joining a gang. Supervision has proven to be essential during audits and the endorsement process as well as providing quality services. What is a supervision plan and how is supervision provided and documented? This session will teach and model supervision |
| 50 participants | Robin Jenkins | strategies, explain how to develop and document a supervision plan. This session is appropriate for staff and mangers that provide supervision. |
| Embassy - Gaines 1 | New CAP/MR-DD Waivers: An Overview of the New Waivers | This session will provide information regarding the Supports Waiver and the Comprehensive Waiver. These two new waivers are currently pending approval by CMS and are projected to be implemented November 1, 2008, if approved by CMS. |
| 100 participants | Rose Burnett and DD Team | This session is appropriate for all CAP staff |
| Embassy – Gaines 2 Adults 70 participants | The Person- Centered Plan: A Detailed Explanation Sandee Resnick | Participants will walk through each section of the person-centered plan to gain an understanding of the requirements of each section and how to complete the form. Participants will also have an opportunity to practice skills and use tools that are helpful in completing a person-centered plan. This session is appropriate for staff with the responsibility of writing a person-centered plan. |
| EM Gar Ter 1 | Supervising a Peer Support Specialist – How to Support and Supervise | This session provides strategies, techniques and guidance to support and supervisor Certified Peer Support Specialists. This is an opportunity for current Supervisors of Certified Peer Support Specialists to discuss issues faced and gain tools to provide support. This session is intended only for current supervisors of |
| 20 participants | | Peer Support Specialists on ACT teams, Community Support Teams or Social Setting Detox. |
| EM Gar Ter 2 | Organization of an ACT Team Christine Kudlate | The NC ACT Service Definition is taken from the NAMI endorsed PACT Manual. The manual provides tools necessary for successful ACT organization. These tools provide the foundation for the ACT team to carry out individualized, clinical services in a team format allowing for 24hr/7day/wk coverage and meeting the required minimum aggregate of three contacts per week for all individuals served. |
| 30 participants | | This session is appropriate for all ACT team members and service providers interested in providing ACT services. |

| EM Gar Ter 3 | Cultural and Linguistic Competence | This session will increase participant's knowledge of the importance of addressing cultural and linguistic issues when working with individuals and families from different cultures, races, faiths or |
|-----------------|--|--|
| 35 participants | Forrest Toms | religions, sexual orientation, and ethnic backgrounds. You will identify how past and present societal stereotypes of various cultural, ethnic and racial groups affect the service delivery. |

| Ardmore 1 60 participants | Effective Intensive In-Home Services Johna Hughes | This session will provide participants with an understanding of Intensive In-Home Services. Focus will be made on how to successfully engage the child/youth and the family; effectively meet the needs of the child/youth and family; and the components of successfully delivering this service. This session is appropriate for staff provide Intensive In-Home Services and agencies interested in providing the service. |
|----------------------------|---|--|
| Ardmore 2 40 participants | Children/Youth and their Families: Effective Service Delivery Gertrude Jackson, Ph. D. Blenda Crayton, Ph.D | The child or youth and family present to service providers with a variety of challenges. Effective service delivery requires the provider to have a holistic approach to serve the child and their family. This session will provide participants with the skills needed to effectively work with children and youth, their families, communities, the mental health and substance abuse service system, schools, and justice systems. Participants will learn to view the service delivery through an open lens, assessing environmental, |
| | Grayton, Fil.D | emotional and biological issues. This session is appropriate for staff working with children and youth with mental health and/or substance abused issues. |

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Thursday November 13, 2008

| 7:30 - 9:00 | Registration – Benton Convention Center (BCC) – North Main Foyer |
|---------------|---|
| | Exhibitors/Continental Breakfast - BCC - South Main Hall |
| 9:00 - 10:15 | Welcome and opening comments - Debbie Webster |
| | General Session Speaker - Tim Blake, Centerpoint CFAC -BCC - North Main A |
| 10:15 - 10:40 | Break |
| 10.40 - 12.00 | Concurrent Sessions |

| Suicide Prevention | Childhood Trauma |
|--|---|
| Supervisor as the Leader – Driving the train | What is a Goal and an Intervention |
| How to Work with Difficult People | New CAP/MR-DD Waivers: An Overview of the New Waivers |
| Good to Great: The Hope Haven Experience | Person-Centered Plan-Walk Through of the Form |
| Effective Engagement and Building a Therapeutic Relationship | Understanding the Qualified Professional Role |
| A Holistic Approach Providing Effective Services to Children & Youth - Part 1 | Selecting/Implementing Evidence Based Treatments for Adolescents with Substance Abuse Disorders |
| Filling in the Gaps of Case Management | How to Effectively Work with Latino Families – Part 1 |

12:00 – 1:45 Lunch on your own 1:45 – 3:05 Concurrent Sessions

| Homeless – Not Harmful – Working with People who are Homeless | How to Effectively Work with Latino Families - Part 2 |
|--|---|
| Lets go to work Vocational Rehabilitation 101 | Open dialog about Children/Youth, Trauma and Sexual Behavior |
| Understanding the Strength of the Peer Support Specialist's Experiences | Using the Comprehensive Clinical Assessment to Develop the PCP |
| Understanding the Affects of Aging | Understanding the Support Intensity Scale |

| SSI/SSDI Outreach, Access & Recovery (SOAR) – Part 1 | Person-Centered Plan-Walk Through of the Form (Repeat) |
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| A Holistic Approach to services – Taking off the Blinders - Part 2 | Understanding National Accreditation |
| Career Planning with people with MH/DD/SA issues | Substance Abuse - Stages of Change |

3:05 - 3:30 Break

3:30 – 4:50 Concurrent Sessions

| Understanding & Respecting Individual Sexual Orientation | HIV/AIDS Update |
|---|--|
| Understanding Post Traumatic Stress Disorder | Medicaid Update |
| Liberty Corners - Good 2 Great | Understanding the Supports Intensity Scale (Repeat) |
| Interviewing People with Disabilities | Person-Centered Plan-Walk Through of the Form (Repeat) |
| SSI/SSDI Outreach, Access & Recovery (SOAR) – Part 2 | Introduction to Paraprofessional Competencies |
| The Person I Work With Has so Many Needs – What Do I Do? | Multidimensional Family Therapy |
| Role of Peer Support Specialist versus the Role of Para Professionals | Creative Group Strategies |

7:30 – 10:00 Bingo – BCC North Main Hall 8:00 – 1:30 Social – DJ Mike Morse - Embassy Suites – Grand Pavilion

Friday, November 14, 2008

8:00 – 9:00 Registration– Benton Convention Center (BCC) – North Main Foyer

Exhibitors/Continental Breakfast - BCC - South Main Hall

9:00 – 10:00 Concurrent Sessions

| Prison 101 | Youth New Drug Choices |
|---|---|
| Understanding Personality Disorders | What is Crisis Prevention and Planning |
| TBA | Autism Issues |
| Managing Conflict: Supervisors Stepping Up to the Plate | Effectively Implement PCP with the Family and Child |
| Consumer Success Stories | Understanding Provider Monitoring |
| State Psychiatric Hospital Discharge Planning | ТВА |
| How to Effectively Support and Supervise a Peer Support Specialists | Providing Effective Clinical Supervision |

10:00 – 10:20 Break

10:20 – 11:20 Concurrent Sessions

| Prisoner Aftercare Planning | Ethics and supervision |
|---|--|
| Audit Expectations | SA Session |
| Psychotropic medications - Side Effects & Engaging the Person to Consider Medication | Crisis Response Interventions – How Too's |
| Mecklenburg System Of Care Grant | Traumatic Brain Injury and Needs of Veterans |
| Youth Success Stories | Housing People with MI and SA issues |
| Understanding the Transformation of an Associate Professional to a Qualified Professional | Understanding Family Dynamics |
| Peer Support Specialist Certification Process | Incident Reporting |

11:20 - 11:45 Break

11:45 – 12:45 Concurrent Sessions

| Bridging the Gap – Prisoner Re-Entry to the Community | Engaging People with MH/SA Disabilities to Discuss HIV testing |
|---|---|
| Audit Expectations (Repeat | SA Session |
| Effective Advocacy of Behalf of the Person You Serve | Crisis Services - New Initiatives |
| Triumph G2G—Providing a Person Centered Focus in the Midst of the Storm | Supported Employment |
| NCTOPPS is More than Numbers: Using Data to Develop an Effective PCP | Person-Centered Plan-Walk Through of the Form (Repeat) |
| Stress Management – keeping yourself Well | What is a Child & Family Team and how to facilitate one |
| Current Trends in Juvenile MH | What is the role of the Housing Specialist and how to use their support |

12:45 – 1:00 Break

1:00 – 3:00 Sandra Wells Peterson Outstanding Community Support/Targeted Case Manager Award Lunch – Embassy Suites – Grand Pavilion

Sandra Wells Peterson Outstanding Professional Award

The 21st Annual Division MH/DD/SAS Community Service Array Conference (Formerly known as the Community Support and Targeted Case Management Conference) will be held on November 13 & 14, 2008 with a pre conference on November 12, 2008. The Community Service Array Conference Planning Committee is requesting nominations for the Sandra Wells Peterson Outstanding Professional Award. This is the 9th presentation of this award. This award recognizes professionals providing mental health, developmental disabilities or substance-abused services to adults or children for their commitment and dedication.

Any one can make a nomination but the nomination guidelines must be followed. All Professionals across all disability areas, in the MH/DD/SAS system are eligible for the award. Anyone, LME, Provider, consumer/family member, can make a nomination. Nominations can be mailed to Debbie Webster at 3005 Mail Service Center, Raleigh, NC 27699-3005, faxed to 919-508-0962 or e-mailed to debbie.webster@ncmail.net no later than **October 23, 2008**.

The nominations will be judged by the Conference Planning Committee, which is comprised of professionals providing mh/dd/sa services from across the state and staff from the Division. All identifying information will be concealed and each nomination will be rated. A winner and four runner-ups will be decided. The finalist will attend the Conference where the Award will be presented. The Planning Committee will pay for the conference registration and hotel accommodations for one night for the finalists. **Pre conference registration is not included. In addition, the winner will receive a \$500 Honorarium.**

Nomination Instructions

Sandra Wells Peterson worked for the Division of MH/DD/SAS, Adult Mental Health Section; Cumberland County Mental Health; The Durham Center and Dorothea Dix Hospital. She served as chairperson for the Statewide Case Management Conference for several years. She presented at several workshops and at the National Case Management Conference as well. Her unexpected death on January 12, 2000 has left a void for all who knew her.

This award will recognize a Professional who has demonstrated dedication to his/her profession, connection with their community, and partnership with consumers grounded in the belief of recovery and strength.

The following guidelines must be followed to make a nomination. Nominations will be rated based on compliance with these guidelines.

- 1. Provide a **narrative**, no more than two pages long, describing **in detail** and **using specific examples** how the nominee **demonstrates** excellence in each of the following areas (above and beyond job description):
 - Dedication to their profession providing services beyond expected duties. Takes initiative to increase knowledge and skill level.
 - b. **Good relationship with the community, not just other agencies** establishing relationships with community partners such as law enforcement, schools, homeless shelters, churches, halfway houses, utility companies. Establishing relationship with non-traditional community partners such as department stores for donated clothes and items.
 - c. **Partnership relationship with the people served** Views and treats person they serve as an equal partner by listening to person, valuing their opinion, recognizing and respecting their cultural differences.
 - d. **Supporting people to have meaningful lives of their choice** supporting people to gain power and control over their lives through access to meaningful choices and the resources to implement those choices.

TIPS for making a nomination:

Give details of specific activities that are over and above expected functions of a case manager. Do not just say the nominee is dedicated; give specific examples of activities that are not part of the job description that the nominee performs demonstrating dedication.

- 2. Provide the following information on the narrative:
 - a. Name of the nominated individual, agency where he or she is employed, their phone number and e-mail address.
 - b. The name of the person making the nomination, relationship to nominee, their phone number, e-mail address.

Nominations must include <u>2 letters</u> of support for the nominee, no more than one page long, from the following sources: person receiving services or his/her family member, service provider, community agency or immediate supervisor. If nomination is not made by a supervisor, one support letter must be from the case manager's immediate supervisor.

Failure to comply with nomination requirements will result in the nomination not being considered.

Nominations can be mailed to Debbie Webster at 3005 Mail Service Center, Raleigh, NC 27699-3005 or faxed to (919) 508-0962 or e-mailed to debbie.webster@ncmail.net no later than <u>October 23, 2007.</u>

21st Annual Division MH/DD/SAS Community Service Array Conference (Formerly known as the Community Support and Targeted Case Management Conference) SCHOLARSHIP APPLICATION

The *21st Annual Division MH/DD/SAS Community Service Array Conference Planning Committee* has instituted **10 professional** and **10 paraprofessional** scholarships from the proceeds of the Bingo that took place at last year's conference. Scholarship recipients will be randomly selected from all eligible, completed applications and will have the Conference Registration waived. **This scholarship does not cover the pre-conference registration fee.**

Eligible Applicants: Professionals and paraprofessionals working in the mental health, developmental or substance abuse service system are eligible to submit an application.

| *Name: | | | |
|----------------------------------|--|--------------------------|--|
| *Position: | | | |
| *Agency: | | | |
| *Sections must be completed in o | *E-mail Address: rder to be considered for scholarshi g why you need to attend the cor | ip. | |
| | g why you need financial assistar | | |
| | Paraprofessionals | | |
| approved to attend the confe | NT: (Applicant Name) rence if awarded the Scholarsh er the pre-conference registrat | nip covering the Confere | |
| *Supervisor Signature: | | | |
| Supervisor name: | | | |
| Phone number: | | | |

Please complete all information. Incomplete application will prevent eligibility for scholarship.

Submit to Debbie Webster, Conference Coordinator, 3005 MSC, Raleigh, NC 27699-3005 or

fax (919) 508-0962 or e-mail debbie.webster@ncmail.net.

Deadline to submit application is October 13, 2008. No applications will be accepted after this date.

ONLY scholarship awardees will be notified by telephone or e-mail by October 15, 2008